Information Technology Resource Management Council (ITRMC)
Access Idaho Steering Committee
Meeting Minutes
(Approved by Committee on August 23, 2001)

August 2, 2001

The Access Idaho Steering Committee monthly meeting was held on Thursday, August 2, 2001 from 1:45 to 3:15 p.m., in the East Conference Room of the J.R. Williams Building, Boise, ID.

CALL TO ORDER, WELCOME

Chairman Bill Farnsworth, who welcomed members and others in attendance, called the meeting to order.

ATTENDANCE

Members Present:

Mr. Bill Farnsworth, ITRMC Staff
Mr. John McAllister, Department of Labor
Mr. Scott Somerhalder, IIC
Ms. Susan Simmons, Transportation Department

Absent Members:

Mr. Rob Spofford, IDWR
Mr. Chuck Goodenough, Secretary of State
Mr. Mark Little, Division of Purchasing

Others Present:

Ms. Angela Babcock, Controller's Office
Ms. Emily Gales, ITRMC Staff
Mr. Jeff Walker, Idaho Information Consortium

BACKGROUND

Access Idaho is the official name for the State of Idaho Internet portal, or "electronic front-door", for citizen access to on-line government services and information. The State of Idaho established a statewide contract for portal services in December 1999, creating a public-private partnership with Idaho Information Consortium (IIC). IIC is an affiliate of the National Information Consortium (NIC), the nation's leading provider of Internet electronic government services. On May 3, 2000, Idaho officially launched www.accessidaho.org. The portal includes a re-designed State of Idaho Home Page, for easy access to all agency Web sites, where a variety of E-Government applications are being developed. The portal is designed to streamline citizen access to Idaho government services and information. As the state's Portal Provider, IIC will be assisting state agencies in the development of Internet applications, as well as Web page design. The Steering Committee has been appointed by ITRMC to oversee the progress of Access Idaho.

REPORT FROM ACCESS IDAHO

Chairman Bill Farnsworth asked **Scott Somerhalder**, Idaho Information Consortium (IIC), to review the Access Idaho **General Manager's (GM) Report**.

- Access Idaho's marketing team continued its branding activities in July. The goal is to increase brand awareness of the Portal, to give civic leaders an overview of the state's e-commerce initiatives, to help promote e-government, and to make it easier for citizens and businesses to work with our government, Somerhalder said.

- AI worked with the Division of Building Safety (DBS) to support the launch of its searchable database and electrical licensing application. Since DBS does not have a public information officer, AI volunteered to work with the media, on its behalf, to raise awareness of what has recently been released. (It is written into AI's contract that it will help market the applications built by AI.) With the launch of DBS's public look-up license renewal application, AI began exploring the possibility of building a plumbing license renewal. A preliminary meeting was held with DBS to get an idea of the project scope. Since the electrical licensing application has already been built by AI, and many of the same processes and codes will be reused from the Electrical application, the prospects are good that the Portal and DBS can deploy a Plumbing application in time for DBS's 4th quarter renewal period.

- For Marketing, the majority of July was spent in Beta testing with the Department of Labor for its on-line Unemployment application. AI has worked with several businesses that have been evaluating the program and helping to market and refine the application to meet the customer's expectations. Additionally, AI's Development staff worked on enhancing and redesigning specific elements of the application to make use of it easier for customers. The Labor application will begin in late August-early September as the quarter ends and employers begin preparing their wage records for submission.

- The Idaho State Tax Commission and AI's development team began gathering requirements for a tax payment portal. In essence, citizens and businesses will be able to pay taxes on-line with a credit card.
  - The State Tax Commission has notified AI that the current rate of 2.43% went up to 2.53%. Tax will continue to pay the fees associated with the credit card. There was more discussion on this subject.

- The updated Revised Article 9 UCC search for the Secretary of State's (SOS) office rolled out July 1st. For August, the Portal will launch a new and updated Business Entity Search. The new search is in beta testing with the SOS's office. This is the first application ever built by Access Idaho, and by the middle of July over 20,000 searches had been done.

- July allowed the development team to review AI's internal billing system. Improvements were identified and a plan was developed for launching an updated version. In, August agencies and subscribers will have improved access to customized billing reports.

- The Portal and the Idaho Transportation Department (ITD) worked together last month to restart two projects. The first was the Interactive Drivers License (DLR) record search. The second was Explore information services. With this, AI wants to ensure the revenue received by ITD and AI is protected.

- The staffing level of the development group may increase by one or two positions. AI is currently interviewing for two new development staffers who would be dedicated to – and paid for by – ITD for one year. Somerhalder has spoken to Mark Little, Division of Purchasing, regarding this; and AI's

contract has been reviewed. Specifically, ITD desires to receive a more accelerated priority for its content development and interactive transaction projects falling under the normal criteria of and applied by Access Idaho among all state agencies' projects. There was more discussion regarding this.

- As far as redesigning, the Idaho State Police (ISP) Web site is the largest AI has taken on so far. The creative services team is on track to meet the mid-August deadline for ISP review. The site is expected to go live the first part of September.

- The Local Highway Technical Assistance Council (LHTAC) reviewed its new site and returned its changes to the Portal. The requested changes will be made after the ISP site has gone into review. AI anticipates a late August launch of the LHTAC's new site.

- Two Web site templates are scheduled for August – Idaho Department of Labor and Idaho State Bar. Each is looking for templates to replace the graphics and navigation of the current sites. Both groups have the technical skill to adapt the templates to the current content and site design.

- The Idaho Range Land Committee and the Twin Falls Health District will be the Creative team's next large redesign projects. The requirements gathering is expected to begin in late August and development is to start in mid-September. The Creative team's schedule may be impacted due to the Director's maternity leave. The leave is predicted to begin early October but may start in late September. The General Manager will keep the committee informed of the Director's situation.

REVIEW OF QUARTERLY FINANCIAL REPORT

Mr. Somerhalder reviewed a quarterly financial report with members of the Committee. He mentioned that many of the applications that have been built in the past are producing revenue and getting up to speed.

REVIEW OF SERVICE LEVEL AGREEMENTS (SLAs)

MOTION TO APPROVE TO THE DEPARTMENT OF LABOR SLA

Chairman Bill Farnsworth advised the Department of Labor's SLA was pretty standard and straightforward. Mr. Farnsworth noted that items 5 – 7 are fairly new to the standard SLA. **John McAllister moved and Scott Somerhalder seconded a motion to approve the Department of Labor SLA, and the motion passed unanimously.**

MOTION TO APPROVE IDAHO STATE BAR SLA

Chairman Farnsworth moved and John McAllister seconded a motion to approve the Idaho State Bar SLA – contingent upon the approval of Deputy Attorney General Joanna Guilfoy – and the motion passed unanimously.

DISCUSSIONS

Some aspects of the role of the Access Idaho Steering Committee were discussed, as Susan Simmons, ITD, was a new Committee member.

Also discussed was AI's agreement with ITD (with regard to change in priorities and staffing arrangements discussed earlier). Chairman Farnsworth advised there is interest on the Information Technology Resource Management Council to move forward with other high-profile ITD applications. Furthermore, Mr. Somerhalder mentioned that AI prioritizes internally based on resources available. This agreement was not reviewed and approved by the Committee, as the original agreement had not been. It was, however, reviewed and approved by Deputy Attorney Generals at ITD and the Department of Administration, and signed by Jan Cox, Division of Purchasing.

NEW BUSINESS

Chairman Farnsworth noted he had not received any feedback on the **preliminary standards dealing with Web design and publishing** handed out at the June 28th Committee meeting. Farnsworth added he did not see any conflict with the Department of Labor's Web standards list, nor with other state agency Web design. Also noted was that the ITRMC has redone the State IT Plan, and there will be both a standard section and a guideline section.

About a month-and-a-half ago, the Idaho **Department of Fish and Game issued a concession RFP** (Request for Bid) to obtain hunting and fishing licenses via either telephone or the Internet. A large parameter with this bid was fulfillment, and the Department wanted the company awarded to have all printing and mailing supplies on hand. Due to this and other circumstances, such as time constraints, AI has decided not to bid on this RFP. Scott Somerhalder will be submitting a letter to the Department explaining why AI will not be bidding, and that AI will be available if assistance is desired, as outlined in its statewide contract with the State of Idaho.

Chairman Farnsworth added that the ITRMC Staff is reviewing an **Oregon Internet Commission report** on where Oregon should be with regard to the deployment of digital government. Idaho's legislative Interim Committee on Electronic Commerce looked at this report and decided it was a good model in terms of the direction a state should go, and wanted to know how this compared with what Idaho was doing in this area. With regard to on-line, e-commerce government services, we have surpassed the goals set forth in Oregon's report, Farnsworth said.

ADJOURNMENT

As there was no other new business to come before the Committee, Chairman Farnsworth thanked those in attendance and adjourned the meeting at 3:15 p.m. The next Access Idaho Steering Committee meeting is scheduled for Thursday, August 23, 2001 from 1:30 - 3:00 p.m. in the East Conference Room, Joe R. Williams Building.

Respectfully submitted,

Emily Gales, ITRMC Assistant